

National Park Service Performance Measures

Land Acquisition

	2002	2003	2004
Performance Measure	actual	estimate	estimate
Acres acquired	18,493	56,172	3,144
Tracts acquired	724	155	20

Visitation

	2000	2001	2002
Performance Measure	actual	actual	actual
Recreational visits (000)	286,967	285,213	273,900

Satisfaction of Respondents to National Park Service Survey^{1,2}

Performance Measure	2000 actual	2001 actual	2002 actual	Performance Measure	2000 actual	2001 actual	2002 actual
Overall Quality of Services				Ranger Programs			
Very good	63%	64%	66%	Very good	67%	68%	69%
Good	32%	31%	25%	Good	25%	25%	24%
Average	5%	5%	6%	Average	6%	6%	6%
Poor	1%	1%	1%	Poor	1%	1%	1%
Very Poor	0%	1%	0%	Very Poor	1%	0%	0%
Assistance from Park Employees				Exhibits			
Very good	76%	77%	78%	Very good	57%	58%	60%
Good	19%	19%	18%	Good	32%	32%	31%
Average	4%	3%	3%	Average	9%	7%	8%
Poor	1%	1%	0%	Poor	1%	1%	1%
Very Poor	0%	0%	0%	Very Poor	0%	0%	0%
Visitor Centers				Park Brochures/Maps			
Very good	64%	65%	67%	Very good	64%	65%	66%
Good	28%	27%	26%	Good	29%	28%	27%
Average	7%	6%	6%	Average	6%	6%	6%
Poor	1%	1%	1%	Poor	1%	1%	1%
Very Poor	0%	0%	0%	Very Poor	0%	0%	0%
Restrooms				Commercial Services			
Very good	46%	50%	51%	Very good	36%	38%	38%
Good	33%	33%	32%	Good	35%	34%	36%
Average	14%	13%	13%	Average	21%	21%	20%
Poor	3%	3%	3%	Poor	5%	5%	5%
Very Poor	1%	1%	1%	Very Poor	2%	2%	1%

¹Numbers may not add to 100% due to rounding

²Number of parks that completed the survey: 305 in 2000; 303 in 2001; and 329 in 2002

Visitors "Satisfied" with National Park Experience¹

Performance Measure	2001 actual	2002 actual	Performance Measure	2001 actual	2002 actual
Overall Quality of Services	95%	91%	Ranger Programs	93%	93%
Assistance from Park Employees	96%	96%	Exhibits	90%	91%
Visitor Centers	92%	93%	Park Brochures/Maps	93%	93%
Restrooms	83%	83%	Commercial Services	72%	74%

¹"Satisfied" is defined as the total of "Very Good" and "Good" ratings.